



GROUP FACILITATION SKILLS

BMS2133

PURPOSE: This unique three-day workshop is designed for every individual who must facilitate group interactions, consensus, problem solving, and/or decision making...conduct meetings...sell ideas to others...and face cameras and microphones.

LEARNING OUTCOMES: Upon completion of this course, participants will be able:

- To understand your audience
- To target your message to your audience
- To become a better meeting manager
- To structure your delivery for results
- To ace any audience with confidence
- To manage interruptions, questions and difficult personalities
- To conduct productive small group activities
- To select the best audio-visual medium
- To give off-the-cuff talks like a seasoned pro

CONTENT: This workshop covers advanced group dynamics skills, selling an idea or concept, handling interruptions and difficult questions, managing group interactions, handling difficult questions with poise and confidence, and transforming problem behavior in your audience to effective action solutions.

METHODS: This course provides the participants with a comprehensive manual that serves as a refresher and quick reference to tips, tools, and techniques on being an effective manager and leader. It uses lecture, discussions, large and small group activities, case studies, and role-play to enhance learning. Participants demonstrate knowledge gained on the final day of the workshop by preparing and delivering a 15-minute interaction session. Each participant receives feedback from the instructor and fellow participants, and obtains a videotape of their initial, intermediate, and improved group facilitation skills.

LENGTH: 21 hours (meets one day per week for 3 weeks)

AUDIENCE: All employees including managers who prepare, develop, and facilitate group interactions.

PREREQUISITES: PowerPoint, Making Effective Presentations

CEU CREDITS: 2.1 CEU Credits